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Service Marketing Dr. Anisa Khanam, Dr. Nusrat Ali Khan, Mr. Vipin Kumar, Dr. Jitendra Singh, 2024-12-29 **EBK:**
Services Marketing: Integrating Customer Service Across the Firm 4e Alan Wilson, Valarie Zeithaml, Mary Jo Bitner, Dwayne Gremler, 2020-10-07 Successful businesses recognize that the development of strong customer relationships through quality service and services as well as implementing service strategies for competitive advantage are key to their success. In its fourth European edition, *Services Marketing: Integrating Customer Focus across the Firm* provides full coverage of the foundations of services marketing, placing the distinctive Gaps model at the center of this approach. The new edition draws on the most recent research and using up to date and topical examples, the book focuses on the development of customer relationships through service outlining the core concepts and theories in services marketing today. New and updated material in this new edition includes New content related to human resource strategies including coverage of the role of robots and chatbots for delivering customer focused services. New coverage on listening to customers through research, big data, netnography and monitoring user generated content. Increased technology, social media and digital coverage throughout the text including the delivery of services using mobile and digital platforms as well as through the Internet of Things. Brand new examples and case studies added from global and innovative companies including Turkish Airlines, Volvo, EasyJet and McDonalds. Available with McGraw Hill's Connect, the well established online learning platform which features our award winning adaptive reading experience as well as resources to help faculty and institutions improve student outcomes and course delivery efficiency. **Strategies for e-Business** Tawfik Jelassi, Francisco J. Martínez-López, 2020-06-28 This is the fourth edition of a unique textbook that provides extensive coverage of the evolution, the current state and the practice of e business strategies. It provides a solid introduction to understanding e business and e commerce by combining fundamental concepts and application models with practice based case studies. An ideal classroom companion for business schools, the authors use their extensive knowledge to show how corporate strategy can imbibe and thrive by adopting vibrant e business frameworks with proper tools. Students will gain a thorough knowledge of developing electronic and mobile commerce strategies and the methods to deal with these issues and challenges. **Emotional Value** Janelle Barlow, Dianna Maul, 2000-04 Combining strategic advice with wisdom found in books such as Daniel Goleman's *Working with Emotional Intelligence*, two international management consultants outline ways in which businesses can elevate levels of satisfaction. *Computerworld*, 2000-09-18 For more than 40 years, *Computerworld* has been the leading source of technology news and information for IT influencers worldwide. *Computerworld*'s award winning Web site, *Computerworld.com*, twice monthly publication, focused conference series and custom research form the hub of the world's largest global IT media network. **Customer Service on the Internet** Jim Sterne, 1996-09-25 From managing your corporate image to organizing information and making it readily available to prospects, this book explores both the technical and strategic issues of tapping

into the very latest Web methods This book also provides a cost benefit analysis and makes recommendations on what type of information a company should provide over the Net *Customer Service* Beverly Rokes,2002 **E-business and E-commerce Management** Dave Chaffey,2007 Aimed at students this work covers various aspects of e business focusing on sales and marketing as well as detailing procurement supply chains and the legal and security considerations It contains a range of features to help you learn effectively including margin definitions international case studies activities and web links

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